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Substitute for form 1449/PTO				Complete If Known	
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				First Named Inventor	Jeffrey M. HARRINGTON
				Art Unit	2155
				Examiner Name	Hosain Alam
Sheet	1	of	1	Attorney Docket Number	559442001900

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
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gm	19.	WO-99/014930	3-25-1999	Genesys Telecommunications Laboratories, Inc.	

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NON PATENT LITERATURE DOCUMENTS					
Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			
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Examiner Signature	<i>Jeffrey M. Harrington</i>	Date Considered	3/30/06
va-146540			